



Eric J. Holcomb, Governor

Indiana Government Center South  
402 West Washington Street, Room W462  
Indianapolis, IN 46204

**Award Recommendation Letter**

June 23, 2023

To: L. Erin Kellam, Deputy Commissioner  
Indiana Department of Administration

From: Teresa Deaton- Reese, Procurement Consultant  
Indiana Department of Administration

Subject: Recommendation of Selection for RFP 23-73722 Fee-for-Service Non-Emergency Medical Transportation

Based on its evaluation of responses to RFP 23-73722, it is the evaluation team's recommendation that Verida, Inc. be selected to begin contract negotiations to provide Fee-for-Service Non-Emergency Medical Transportation (FFS NEMT) to the Indiana Family and Social Services Administration (FSSA).

Verida, Inc. has committed to subcontract the specified percent of the contract value to the vendors listed below:

1. 1.8% to New City Development Partners, LLC. (a certified Minority-owned Business (MBE)),
2. 7.1% to Heritage Ford of Indiana, Inc. (a certified Minority-owned Business (MBE)),
3. 0.1% to Diversity Press, LLC (a certified Minority-owned Business (MBE)),
4. 11.1% to Alpha Rae Personnel, Inc (a certified Women-owned Business (WBE))
5. 0.1% to Commercial Office Environments, Inc. (a certified Women-owned Business (WBE))
6. 8.5% to GenTech Associate, Inc (a certified Indiana Veteran Owned Small Business (IVOSB))

The terms of this recommendation are included in this letter.

Estimated Contract Value: \$58,039,814.00

The evaluation team received one (1) proposal each from:

1. ModivCare Solutions, LLC ("ModivCare")
2. Medical Transportation Management, Inc. ("MTM")
3. Verida, Inc. ("Verida")
4. WellTrans, Inc. ("WellTrans")

The proposals were evaluated by FSSA and IDOA according to the following criteria established in the RFP:

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business and Technical Proposal)	80
3. Buy Indiana	5
4. Minority Business Enterprise Subcontractor Commitment	5 (1 bonus pt. available)

5. Women Business Enterprise Subcontractor Commitment 5 (1 bonus pt. available)

6. Indiana Veteran Owned Small Business Subcontractor Commitment 5 (1 bonus pt. available)

Total: 100 (103 if bonus awarded)

The proposals were evaluated according to the process outlined in Section 3.2 (“Evaluation Criteria”) of the RFP. Scoring was completed as follows:

**A. Management Assessment/Quality: Consensus Scoring**

The four (4) total responsive Respondent proposals were evaluated based on the respective Business Proposals and Technical Proposals.

**Business Proposal (5 Points)**

For the Business Proposal evaluation, the evaluation team considered the information the Respondent provided in the Business Proposal. These areas were reviewed to assess the Respondent’s ability to serve the State:

- Company Information
- References

**Technical Proposal (75 Points)**

For the Technical Proposal evaluation, the evaluation team considered the Respondent’s proposal in the following areas:

- Background (Scope of Work Section 2)
- Transition Requirements (Scope of Work Section 3)
- Ongoing Broker Operations (Scope of Work Section 4)
- Transportation Provider Network Requirements (Scope of Work Section 5)
- Vehicle Standards (Scope of Work Section 6)
- Driver and Attendant Requirements (Scope of Work Section 7)
- Call Center Requirements (Scope of Work Section 8)
- Staffing (Scope of Work Section 9)
- Data/Reporting Systems & Requirements (Scope of Work Section 10)
- Performance Standards (Scope of Work Section 11)
- Program Integrity Requirements (Scope of Work Section 12)
- Business Contingency and Disaster Recovery Plans (Scope of Work Section 13)

The evaluation team’s scoring is based on a review of the Respondent’s proposed approach to each section of the Business Proposal and Technical Proposal. The results of the Management Assessment/Quality Evaluation are shown below:

**Table 1: Initial Management Assessment/Quality (MAQ) Scores**

<b>Respondent</b>	<b>MAQ Score 80 pts.</b>
ModivCare	35.3
MTM	33.5
Verida	62.8
WellTrans	12.5

**B. Shortlisting**

The evaluation team elected to shortlist ModivCare, MTM, and Verida.

With IDOA approval, the evaluation team issued clarification questions and invitations to oral presentations to the shortlisted Respondents.

**C. Clarifications – Post-Clarifications and Oral Presentations MAQ Scores**

Initial clarification questions were issued to all short-listed bidders. Each short-listed bidder gave an oral presentation. The Respondent’s Management Assessment and Quality scores were reviewed based on the information provided by each Respondent in the clarification questions and oral presentations. The Final MAQ scores for the short-listed Respondents were as follows:

**Table 2: Post-Clarifications and Oral Presentations MAQ Scores**

<b>Respondent</b>	<b>MAQ Score 80 pts.</b>
ModivCare	50.5
MTM	38.3
Verida	56.0

**D. IDOA Scoring**

IDOA scored the Respondent in the following areas: Buy Indiana (5 points), MBE Subcontractor Commitment (5 points + 1 available bonus point), WBE Subcontractor Commitment (5 points + 1 available bonus point), and IVOSB Subcontractor Commitment (5 points + 1 available bonus point) using the criteria outlined in the RFP. When necessary, IDOA clarified certain M/WBE/IVOSB information with Respondents. Once the final M/WBE/IVOSB forms were received from the Respondents, the total scores out of 103 possible points were tabulated and are as follows:

**Table 3: Final Evaluation Scores**

<b>Respondent</b>	<b>MAQ Score</b>	<b>Buy Indiana</b>	<b>MBE*</b>	<b>WBE*</b>	<b>IVOSB*</b>	<b>Total Score</b>
<b>Points Possible</b>	<b>80</b>	<b>5</b>	<b>5 (+1 bonus pt.)</b>	<b>5 (+1 bonus pt.)</b>	<b>5 (+1 bonus pt.)</b>	<b>100 (+3 bonus pts.)</b>
ModivCare	50.5	0.00	5.00	5.00	5.00	<b>65.5</b>
MTM	38.3	0.00	5.00	5.00	5.00	<b>53.3</b>
Verida	56.0	0.00	5.00	5.00	6.00	<b>72.0</b>

\* See Section 3.2.5/6/7 of the RFP for information on available M/WBE/IVOSB bonus points.

**Award Summary**

During the course of evaluation, the State scrutinized all proposals to determine the viability of the proposed solutions’ ability to meet the goals of the program and the needs of the State. The team evaluated proposals based on the stipulated criteria outlined in the RFP document.

The term of the contract shall be for a period of four (4) years from the date of the contract execution. There may be two (2) one-year renewals for a total of six (6) years at the State’s option.